



## TERMS AND CONDITIONS

At TUI we employ our Contact Centre colleagues in two different ways. We have colleagues that we recruit to come and work abroad for us in the Contact Centre in Mallorca. Other colleagues will be employed locally which means they already live locally in Spain and Mallorca with the right to live and work there. The way we employ also comes with different Terms and Conditions as you can see below. The specific salaries and benefits will be discussed at the interview stage.

### **TUI Contact Centre Agents on a flexible work abroad contract**



If you are offered a position with us, you will be given your Contact Centre placement by our colleagues from Placements. They are dedicated to place all our colleagues as soon as possible however we do ask you to be patient.



Our TUI Contact Centre is in Palma de Mallorca in Spain and so you will be employed on a Spanish contract. Our HR colleagues in Spain will get in touch with you to request any documents they need from you. You receive an offer letter first and the contract on day one of your employment.



We will provide you with a shared company accommodation to a good standard and you will have your own bedroom. The accommodations are in and around the Palma area.



TUI will take care of Spanish work permit.



TUI will also take care of your medical insurance.



Return flights to and from Mallorca will be provided.



You will be working in a shift pattern of 6 working days and 3 days off. These 8-hour shifts can be morning, afternoon, late or occasionally night shifts. The office is in Son Castello in Palma, make sure you are aware of the parking locations as well as the public transport timings if you are working in the office.



We do offer an option for hybrid working.



And finally, we will make sure you receive a full training to make sure you are fully prepared for your new role.

#TUIJOBS

#TUIJOBSABROAD

#TUIDESTINATIONJOBS

#HOLIDAYDESTINATIONJOBS



## TUI Contact Centre Agents on local contracts



If you are offered a position with us, we are handing you over to our colleagues within local HR. They will be in touch with you to request all the right to work documents needed for your specific destination. Not sure what you need? You can find the required documents for our most common destinations [here](#).



Living locally in a Spain means that you should be insured via the Spanish social security system called "seguridad social".



You will be working in a shift pattern of 6 working days and 3 days off. These 8-hour shifts can be morning, afternoon, late or occasionally night shifts. The office is in Son Castello in Palma, make sure you are aware of the parking locations as well as the public transport timings if you are working in the office. We cannot accommodate shift changes for those reasons.



We do offer an option to work remotely.



And finally, we will make sure you receive a full training to make sure you are fully prepared for your new role.

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